



COUNTY OF LOS ANGELES

CHIEF INFORMATION OFFICE

500 WEST TEMPLE STREET
493 HALL OF ADMINISTRATION
LOS ANGELES, CALIFORNIA 90012

JON W. FULLINWIDER
CHIEF INFORMATION OFFICER

TELEPHONE: (213) 974-2008
FACSIMILE: (213) 633-4733

May 13, 2003

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUNDS FOR
VARIOUS DEPARTMENTAL TECHNOLOGY PROJECTS
(3 VOTES)**

IT IS RECOMMENDED THAT YOUR BOARD:

- (1) Approve and authorize the use of \$547,150 from the Information Technology Fund (ITF) to support various information technology projects submitted by the Human Relations Commission, Department of Health Services, and the Chief Administrative Office/Services Integration Branch.

PURPOSE OF RECOMMENDED ACTION

In their April 14, 2003 meeting, the ITF Executive Committee recommended support of three (3) departmental information technology funds projects, to include: (1) a Database Upgrade Project proposed by the Human Relations Commission; (2) an Internet-Based Geographic Information Systems (GIS) Application Integration Project proposed by the Department of Health Services (DHS); and (3) the Los Angeles Service Identification and Referral (LASIR) Project proposed by the Chief Administrative Office/Services Integration Branch (CAO/SIB).

Your Board's approval of the recommended action will provide funding in the amount of \$547,150 in support of these projects.

Implementation of Strategic Plan Goals

The ITF project proposals support the County's Strategic Plan Goals for:

ITF Recommended Project	County Strategic Plan Goal
Database Upgrade Project	Goal 4: Organization Effectiveness
Health Services Internet-Based GIS Application Integration	Goal 1: Customer Services Goal 3: Organizational Effectiveness Goal 5: Children's and Families' Well-Being Goal 7: Health and Mental Health
Los Angeles Services Identification and Referral (LASIR)	Goal 1: Customer Services Goal 3: Organizational Effectiveness Goal 5: Children's and Families' Well-Being

JUSTIFICATION

In their regularly scheduled meeting held April 14, 2003, the ITF Executive Committee recommended Board approval of three (3) departmental information technology projects.

Human Relations Commission/Database Upgrade

The Human Relation's Commission (HRC) proposes to upgrade and consolidate its Microsoft Access (MS) Database. Presently, HRC supports several separate databases that connect various individuals and organizations around the County to services delivered or administered by the Commission, and services delivered amongst each other. All of the databases were developed using MS Access, making the administration of the databases very cumbersome because data is repeatedly stored in multiple locations. With data stored in multiple locations, it takes the HRC longer to develop new database projects. In addition, the MS Access software has limited security capabilities and recoverability in the event of a disaster. Thus, HRC proposes to upgrade their infrastructure to develop a unified database to reduce redundant information and duplication of efforts.

The Human Relations Commission is requesting \$90,650 for this project.

DHS/Internet-Based GIS Application Integration

In response to the Board's policy regarding website links containing advertising, the County deployed an enterprise GIS mapping and routing server that was made available for all County departments to use instead of commercially-available mapping and street direction services that contained advertising. Further enhancements to the functionality of the system provided radius search capabilities to the closest location of a selected resource through the implementation of the Sex Offender Locator website.

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Your Board expressed interest in providing the public with information on the status of hospital and clinic closings, and alternative sites available within a constituent's area. This project integrates and expands three (3) of DHS' existing GIS public access Internet applications with the County's shared GIS mapping and routing environment. These applications include the Child Health and Disability Prevention Program, the Health Services Directory of Programs and Hospitals, and Safe Havens.

This project also involves the conversion of the County-owned Infoline-LA database to the GIS spatial environment. The Infoline-LA database contains detailed information on 23,000+ public and non-profit health and human service agencies within Los Angeles County.

The total cost of this project is \$181,500. The ITF funding request is \$156,500; the DHS will fund the remaining \$25,000. Because of the scope of this project, the CIO will provide the overall administrative, technical and management support. DHS will provide oversight of the applications development phase of the project.

CAO/SIB – Los Angeles Service and Referral Identification (LASIR)

In October 2002, the New Directions Task Force approved the implementation of the LASIR initiative recommended by the Data/Information Sharing Workgroup. The Data/Information Sharing Workgroup was one of six (6) workgroups formed to implement the Services Integration Action Plan. It was established to develop "an integrated approach to sharing information between agencies, departments, and community partners to enable families to access a much broader range of services while minimizing the burden of interacting with multiple providers".

LASIR will be an integrated service delivery application that enhances access to information on health and human service programs. Presently, individuals with the greatest need of services provided by the County and non-profit health and human services' organizations are often not aware of the range of programs for which they may be eligible to apply. In addition, internal and external organizations may be limited in the amount of information they can supply on such County and non-County programs. To increase their access to such information, Los Angeles County residents, County staff, public/private organizations, community and faith-based organizations, will be able to access LASIR, via the County's Internet Web Portal, to obtain or provide the required information.

The total cost to implement this project is \$600,000. The ITF funding request is \$300,000; the CAO/Services Integration Branch will fund the remaining \$300,000.

FISCAL IMPACT/FINANCING

Upon approval by your Board, \$547,150 will be awarded from the ITF to support the above-recommended projects.

HRC will utilize existing internal resources to support on-going maintenance costs associated with their database upgrade.

The Chief Administrative Office currently manages the County's enterprise GIS environment. DHS will contribute \$25,000 towards the implementation cost of integrating their three (3) GIS applications, and has committed to fund the prorated share of ongoing enterprise hosting, licensing, and maintenance costs applicable to its GIS applications, estimated to cost approximately \$15,000 per year.

Maintenance of LASIR will be funded through the Chief Administrative Office's Service Integration Branch.

There is no other fiscal impact.

FACTS AND PROVISIONAL/LEGAL REQUIREMENT

There are no legal requirements.

IMPACT OF CURRENT SERVICES

Database Upgrade Project

Under this project, the HRC will migrate all of its existing databases to SQL Server and consolidate as much redundant data as possible. Some of database conversions include, but are not limited to, the Hate Crime Tracking Database, Human Relations Resources Database, and a Contact Database. The Hate Crime Database ensures the most effective use of agency resources towards the implementation of hate crimes in Los Angeles County. The Human Resources Database is the only County site that provides human relations resources to community-based organizations, government agencies, and educational institutions throughout the County. The Contact Database contains contact information to individuals, organizations, etc. that are integral to the Commission in carrying out their mission work. The upgrade will allow independent contractors working offsite, to have secure and encrypted access to the data via the Internet; the migration to a SQL Server database will allow for more effective communication of information to the appropriate people and networks.

The upgrade also includes migration to Windows 2000 and Exchange 2000, allowing for increased database security protection (virus protection and personal firewall software), and deployment of Microsoft XP Professional on all agency desktops.

Overall, this project provides the HRC with the needed infrastructure to support current and new database changes and improvements, reduce network support costs, increase system stability and performance, and increase staff productivity; and aligns with the County's strategic directions for information technology.

DHS GIS Applications Integration

This project integrates three (3) DHS applications: the Child Health and Disability Prevention Program, Health Services Directory of Programs & Hospitals, and Safe Havens, to the shared County GIS environment. DHS proposes that the migration of these systems will:

- Reduce operational costs,
- Improve public accessibility to critical health service information, and
- Eliminate the need to use advertising supported by mapping and street direction services.

The Child Health and Disability Prevention Program will allow the public to find the location of providers that are closest to their homes or workplace. It will also provide detailed information regarding the hours of service, address, and phone numbers, and driving or public transportation directions to the selected program provider.

The Health Services Directory will allow the public to locate DHS programs, clinics and hospitals closest to their homes, and will also identify those facilities that are closed (and provide the closest alternative location and driving directions to the County facility or non-profit agency listed in the Infoline-LA database).

Safe Havens are designated hospitals and fire stations where unwanted newborns can be left without fear of prosecution. The migration to the GIS application platform will provide the public with the closest Safe Haven location (and provide driving or public transportation direction to the facility).

In addition to the above programs, a general map request utility will be developed to generate map/driving directions based on supplied address information.

Los Angeles Services Identification and Referral (LASIR) Project

The County's LASIR project is a customized system based on the State of Texas' Assistance and Referral System (STARS). The STARS system is an Internet-enabled system that allows residents of Texas to self-screen for potential eligibility for programs provided by the State of Texas' Department of Health and Human Services.

The LASIR system will assist residents in identifying programs and services that are available to them by answering a series of questions concerning the resident's unique circumstances. Phase I of the project includes the implementation and customization of STARS to include 35-40 commonly needed health and human programs provided by the County of Los Angeles. Phase II expands the database to include additional agencies, implement GIS-based mapping capabilities and driving directions for constituents to locate facilities where services may be obtained, multi-language capabilities, and viewable/printable forms for the user to download and take with them to their appointments.

LASIR provides greater access to County resources and information, and improves the service delivery to children and families in need of health human service information. The LASIR technical solution will provide the following benefits:

- Enhance the County's ability to provide quality information.
- Provide individuals with the ability to search for possible programs and services which will save time associated with searching multiple agency Web sites, making telephone calls to County offices, taking numerous trips to County offices, and obtaining often outdated hard-copy publications.
- Increase resident satisfaction by providing immediate access to information on health and human services.
- Streamline the application preparedness/client-intake process by providing residents with the information they should bring with them when applying for services.

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CONCLUSION

Your Board's approval of the recommended actions will authorize the use of ITF funds in the amount of \$547,150 to support the three (3) recommended technology projects.

Respectfully submitted,



JON W. SULLIVAN
Chief Information Officer

JWF:JEW
YD:ygd

c: David Janssen, Chief Administrative Officer
Robin Toma, Human Relations Commission
Jonathan E. Fielding, Director, Public Health Programs & Services
Alisa Drakodaidis, Chief Administrative Office/Services Integration Branch
Chiu Lee, CAO Budget Analyst
Chair, Information Systems Commission